

## Our Services

- Adult & Family Medicine
- Behavioral Health
- Dental
- Gynecology
- Health Education
- Health Insurance Enrollment
- Social Services
- Hepatitis C Care
- HIV/AIDS Testing & Treatment
- Medication Dispensary
- Pediatrics
- Care Coordination

## Referrals

Please call us at (215) 291-2506 or come in and complete a referral request form. Referrals take 3-5 business days to complete.

## Test Results

If you receive a letter or phone call about your test results from your provider, please contact the health center immediately to schedule an appointment or see a walk-in provider. Results cannot be shared over the phone.

## Prescriptions and Refills

For a new prescription, schedule an appointment with your Provider. For refills, contact our Medication Dispensary at (215) 291-2589 or your preferred pharmacy. Please allow 24-48 hours for refills to be processed.

## How to Prepare for Your Visit

During your visit you will be asked questions about your medical history, please answer to the best of your ability so we can better treat you. Bring in any medication bottles, emergency room or hospital discharge papers, or reports from tests you've had since your last visit. Ask Specialists to send reports to your Primary Care Provider.

## 9 Convenient Neighborhood Locations

Fairmount Primary Care Center  
1412 Fairmount Ave  
Philadelphia, PA 19130  
(215) 235-9600

Fairmount Primary Care Center  
@ Girard Medical Center  
820 W Thompson Street  
Philadelphia, PA 19122  
(215) 827-8010

Fairmount Primary Care Center @ Sharon Hill  
800 Chester Pike  
Sharon Hill, PA 19079  
(610) 278-7381

Fairmount Primary Care Center @ Horizon House  
5901 Market Street  
Philadelphia, PA 19139

Maria de los Santos Health Center  
401 W Allegheny Ave  
Philadelphia, PA 19133  
(215) 291-2500

Maria de los Santos Women's Health Center  
400 W Allegheny Ave, Suite 5  
Philadelphia, PA 19133  
(215) 207-0522

Maria de los Santos Express Care  
400 West Allegheny Avenue, Unit B-3  
Philadelphia, PA 19133  
(215) 546-7501

Norristown Regional Health Center  
1401 Dekalb Street  
Norristown, PA 19401  
(610) 278-7787

Parkview Health Center  
841 E. Hunting Park Ave  
Philadelphia, PA 19124  
(215) 537-7695

# Maria de los Santos Health Center

Patient Information Brochure

[www.dvch.org](http://www.dvch.org)

401 West Allegheny Avenue  
Philadelphia, PA 19133

Phone: (215)-291-2500  
Fax: (215)-291-2587



Delaware Valley  
Community Health, Inc.

## **Clinical Hours of Operation**

Monday – Friday: 7 am – 8:30 pm  
Monday to Thursday evening  
appointments offered by telehealth only

## **Dental Hours of Operation**

Monday through Thursday:  
8 am – 6:30 pm  
Friday: 8 am – 5 pm  
To schedule a dental appointment, call  
(215)-291-2509

If you are unable to keep your appointment, please call us as soon as you know so we can offer your appointment to someone else in need.

## **After Hours & Urgent Care**

If you have a life-threatening emergency, please dial 911 or go to the nearest emergency room.

If you have a medical issue after hours, please call the office. You will be connected to our answering service to reach the Provider on call.

If you have a medical concern that cannot wait until your next scheduled appointment, you may walk in or call for a same-day appointment.

MDLS is easily accessible by Bus Routes: 47, 57 and 60. On-street parking is available on Allegheny Avenue.

DVCH and its health centers are a Health Center Program grantee under 42 U.S.C. 254b, and a deemed Public Health Service employee under 42 U.S.C. 233(g)-(n). DVCH receives HHS funding and has Federal Public Health Service (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals. For more information, please see [www.bphc.hrsa.gov/ftca/](http://www.bphc.hrsa.gov/ftca/).



## **Access for Everyone**

We accept many health insurances including Medicaid, Medicare, CHIP, and many private insurances. If you are in need of health insurance, our Health Insurance Enrollment Staff can help you apply for insurance through Pennie.com, the Pennsylvania Health Insurance Marketplace. For a complete list of all accepted insurances, please visit our website at [www.dvch.org](http://www.dvch.org). MDLS is a health center providing culturally competent, evidence-based health services to all patients, regardless of their ability to pay for them at the time of service. All patients will have access to our Patient Accounts Counselor, who will walk you through our Sliding Fee Discount Scale (SFDS). Patients will be eligible for the SFDS, according to their income and family size. The SFDS Program is intended to minimize financial barriers to care for patients at or below the 200% Federal Poverty Guidelines. Estimate your costs on our website.



## **Updating & Requesting Your Medical Record**

Please call us at (215) 291-2500, request via your patient portal, or stop in to sign a release of information form if you would like a copy of your medical records. Please allow 5-7 business days to complete your request.

Update your mailing address, phone number, and email if it changes.



## **Our Mission Statement:**

Delaware Valley Community Health (DVCH) is a community-focused health care organization providing affordable, accessible, primary medical, dental and behavioral health care and preventive services to the patients in its service area. Services are provided in a fiscally responsible manner to all patients regardless of their ability to pay.

## **How to Access the Patient Portal**

After your first appointment, you can ask for a patient portal invitation link sent to your email. From there you can set up your portal and gain access to things like health records, appointment times, and to renew prescriptions!

## **Give Us Your Feedback**

At DVCH, we always put patients first. To help improve our services, take the short survey sent to you after your appointment.

You can also email [complianceofficer@dvch.org](mailto:complianceofficer@dvch.org) if you have any concerns about how you were treated.

## **Patient Resources**

DVCH also gives all our patients educational tools to self-manage their care. Visit <https://www.findhelp.org/> to see our resources.

**#DVCHStrong**